



YOUR BEST PROTECTION

Position Profile

Workers' Compensation Claims Manager

Roseville, California
January 2023

People | Service | Integrity | Innovation

Do you seek a career where your expertise and personal drive contribute to individual and organizational success?

Do you want to be part of a team where 85% of staff feel they experience positive work/life balance?



Staff and families enjoy night at laser tag

Are you attracted to an organization 96% of staff enjoy the work they do?

Then this exciting position of leading our **Workers' Compensation Team** is for you.



Position Overview

ACWA JPIA, an award-winning risk pool for water agencies, known for superior customer service and attention to members that is second to none, is recruiting for a **Workers' Compensation Claims Manager** to work with the 204 members of the JPIA workers' compensation program. The candidate will work under the supervision of the JPIA General Counsel and will be responsible for the Workers' Compensation Claims unit which includes five staff. The manager will be responsible for the administration of claims management policies and procedures; directing and implementing procedures and standards for worker's compensation claims adjusting, investigating, and reserving techniques necessary for management of claims from reporting of injury to settlement or closure.

This position is located in Roseville, CA, and is full time, 40 hours per week, with hours from about 7:30am to 4:30pm, Monday through Friday, though there is some flexibility, and opportunity for remote work within the current policy of a maximum of two days remote per week.

Key Responsibilities include but are not limited to the following:

- Develops and administers WC claims management policies and procedures
- Supervises, trains and evaluates the WC staff
- Oversees and reviews the WC claims handling process to ensure adherence to labor code and applicable case laws
- Responsible for state regulatory filings and compliance

- Keeps JPIA management apprised of the status of the WC claims department, significant claims and developments in the laws and regulations impacting WC claims handling
- Attends training pursuant to state requirements
- Drives personal or rental vehicle for JPIA-related travel requirements
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities
- Establishes and maintains cooperative working relationships with co-workers, outside agencies, and the public

Preferred Qualifications include knowledge of:

- Principles of management, supervision, employee development, and performance evaluation
- Operational characteristics, services and activities of a comprehensive workers' compensation claims program.
- Modern and complex principles and practices of claims adjusting and processing.
- Workers' compensation reserving practices and techniques.
- Rules and regulations of the Administrative Director, Division of Workers' Compensation, regarding self-insurance plans.
- Pertinent, state and local laws, rules and regulations.
- Computer systems and software applications related to workers' compensation administration

Education and Experience

Any combination of education and experience that would likely provide the necessary knowledge and abilities is qualifying.

Equivalent to graduation from accredited college with Bachelor's Degree in related field; ten years of increasingly complex experience managing Workers' Compensation claims and staff; and five years of managing personnel.

OR eight to ten years of experience managing a California Workers' Compensation department.

Additional Licenses/Certifications

Possession of a valid State of California Driver's License issued by the State Department of Motor Vehicles. Proof of auto insurance with no exclusion for business use is required.



Bowling night for staff



About ACWA JPIA

Mission Statement: The ACWA JPIA is dedicated to consistently and cost effectively providing the broadest possible affordable insurance coverages and related services to its member agencies.

The ACWA JPIA (JPIA) is a public entity formed in 1979 by the water agencies of the state of California. Like its members, the JPIA is a special district in the state of California. Its formation and operation are subject to the provisions of the California Government Code, including the Brown Act. It provides risk-sharing pools to meet the needs of its members for property, liability, workers' compensation, and employee benefits coverage.

The JPIA is a partnership of water agencies working together to share the risks associated with purveying water. The risk-sharing pools of the JPIA are a cost-effective form of risk management available only to public entities, allowing them to bypass the high cost of commercial insurance. The coverages provided by this risk-sharing arrangement are unique to water agencies; the water agencies themselves--their directors and managers--have selected and refined these coverages. Not all water agencies are accepted in to the JPIA. Prospective members must demonstrate a commitment to effective risk management programs.



Becoming a member is just the beginning. Besides handling covered claims for all members, the JPIA provides risk management services and training programs. Risk management consultants who are specialists in the water industry, not generalists, perform on-site visits. Certified treatment plant operators and distribution system operators are on staff. The risk management services include assistance with Injury and Illness Prevention Programs, ergonomic evaluations, Cal/OSHA regulatory compliance, confined space entry evaluations, noise surveys, and hazard communication programs. In addition, members receive assistance with their personnel policies and procedures as well as help in developing job descriptions and employee handbooks.

The JPIA is the premier provider of secure, stable and highly cost-effective alternatives for protecting the assets, liabilities and employees of public water agencies. We operate in alignment with our values of **people, service, integrity and innovation**.

ACWA JPIA is committed to fostering, cultivating and preserving a culture of diversity, equity and inclusion. Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our team members invest

in their work represents a significant part of not only our culture, but our reputation and company's achievement as well.

We value and encourage our team members' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual identity, socio-economic status, veteran status, and other characteristics that make our team members unique.

Visit our website at acwajpia.com and get to know us.

Located in Roseville, CA, the JPIA headquarters resides in a modern, LEAD certified building. This exemplifies the organization's commitment to conservation, reducing waste and minimizing the carbon footprint. Roseville is located 30 miles east of Sacramento and part of the Placer Valley. Situated at the base of the Sierra Nevada Mountains, Roseville boasts affordable living, exceptional schools, extensive parks and outdoor activities and only a 90-minute drive to Tahoe or San Francisco areas.



Compensation and Benefits

JPIA offers an attractive compensation and benefits package. The salary range for the position is **\$115,861 - \$173,791** with most staff starting at the lower to mid part of the range. To determine approximate total compensation, add an additional 38% to the salary.

Benefits of Employment at JPIA

- Working with one of the most respected JPA's in the state
- Supporting an industry critical to California's future – water
- Being part of an organization where 97% of staff agreed that they know how their individual job contributes to the success of the organization
- Staff with engagement levels far exceeding most public entities
- Employee committees and activity groups focused on staff wellness, social and team building events (hiking, golf, disc golf and more)
- Remote work options
- Medical: Choice of Kaiser (HMO or Consumer Driven Health Plan) or Anthem (HMO, PPO, or Consumer Driven Health Plan) paid **100% for employee and dependents**
- Health Savings Account offered for Kaiser and Anthem CDHPs with up to \$3000 contributed annually by JPIA.
- Dental: Choice of either Delta Dental (PPO) or Delta Care (HMO) paid **100% for employee and dependents**
- Vision is provided through VSP paid **100% for employee and dependents**
- Life Insurance: Group term life insurance paid **100% for employee**. Additional options to purchase more
- Short-term and Long-term disability insurance paid **100% for employee**.

- Robust Employee Assistance Program for you and your dependents to help when life doesn't go as planned
- Mental Wellness benefits for you and your dependents which includes access to coaching, therapy, meditations, and more
- Fertility and family planning coverage (Anthem) – *available January 1, 2023*

Your Peace of Mind

- Paid time away: New hires enjoy 36 days of paid time off in the first year (12 accrued days of vacation - one per month, 12 accrued days of sick leave - one per month - with unlimited accrual, and 12 paid holidays each year)
- Develop connections within the community with 8 hours per year of paid volunteer time
- Generous pension plans with the CalPERS retirement system to help you retire more comfortably
- Voluntary 457(b) compensation plans to allow additional income for a more comfortable retirement
- Educational assistance program from day one to encourage personal growth

Application Procedure

Complete employment application located on JPIA's website, www.acwajpia.com. Click **Connect/Employment Opportunities/Job Openings**. Submit JPIA application with cover letter and resume to hr@acwajpia.com by February 6, 2023. This recruitment can end at any time without prior notice.

JPIA is an equal opportunity employer and is committed to fostering, cultivating and preserving a culture of diversity, equity and inclusion. Diverse candidates are strongly encouraged to apply.

Interview Process

Only candidates chosen for an interview will be personally contacted. Those chosen will participate in a screening interview (most likely virtual) and then, if passed, will be required to complete basic, job-related testing and sit for a panel interview, both in-person. Those will most likely be the week of February 21, 2023. Second interviews will be held if needed. Any offer of employment will be contingent upon the candidate passing a background and reference check, and a pre-employment physical and drug test (if applicable).

No walk-ins please. EOE employer.

Thank you for your interest in joining ACWA JPIA.

This position fact sheet is intended to provide general information and assist qualified individuals in determining interest in applying for this position. The information is not all-inclusive.